

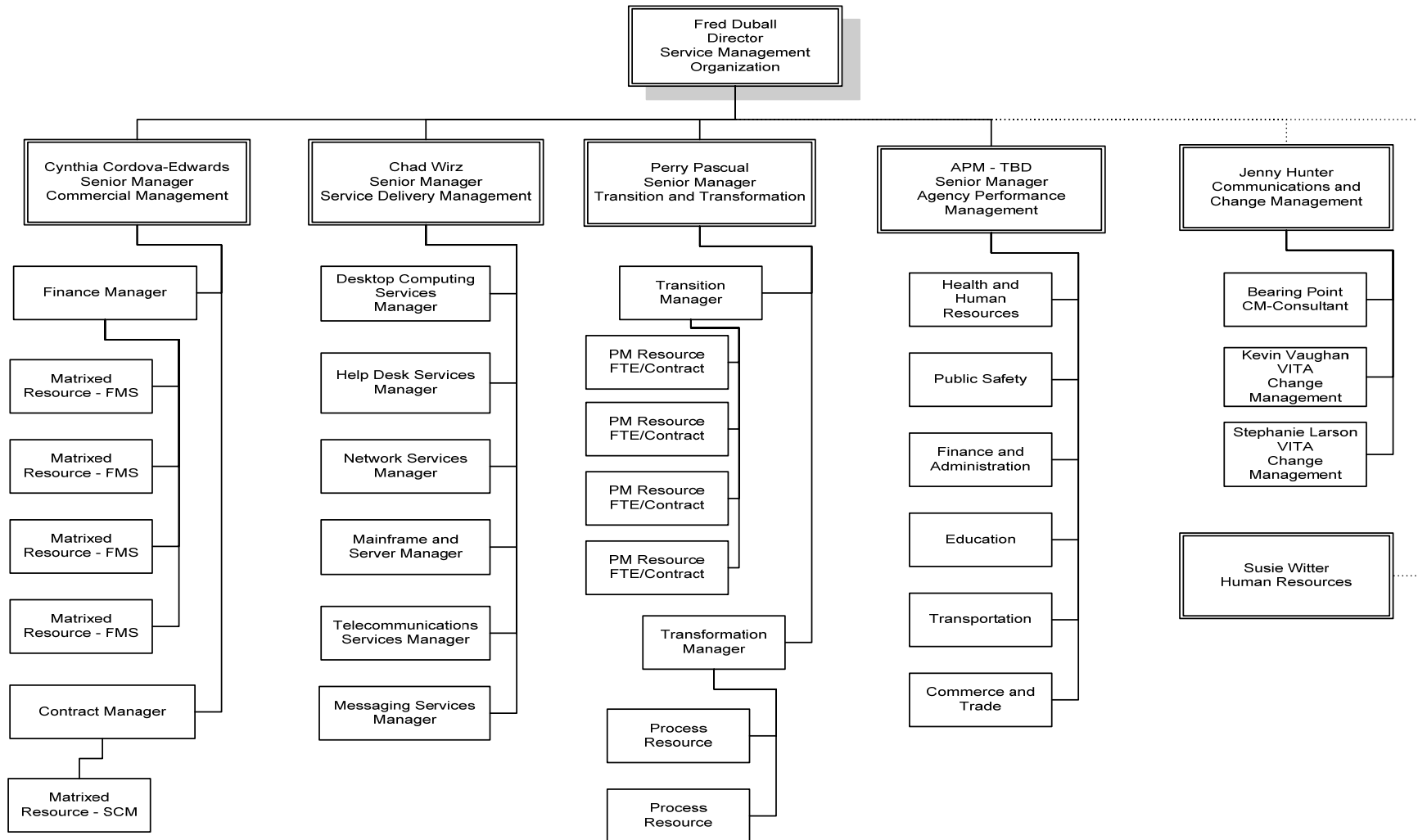


# **Service Management Organization Status Briefing to the ITIB**

February 9, 2006

- .Organization
- .Accomplishments
- .Task Force Team Status
- .Timeline
- .Service Commencement Date
- .Next Steps

# VITA Service Management Organization (SMO)



# Accomplishments

- **SMO Organization – recruited and hired for the following positions:**
  - **Senior Manager – Commercial Management**
  - **Senior Manager – Service Delivery Management**
  - **Senior Manager – Transition and Transformation**
- **First round interview completed for:**
  - **Senior Manager – Agency Performance Management**
- **Facility – Built out RPB 5<sup>th</sup> floor office space for Northrop Grumman Project Team and VITA SMO Team**
- **Established Architecture Review Team to:**
  - **Review projects in pipeline**
  - **Develop strategic plans**

## Accomplishments

- Task Force Teams established and underway for:
  - Human Resources
  - Communications and Change Management
  - Commercial Management
    - Contract and Finance Sub Teams
  - Service Delivery Management/Agency Performance Management
    - Sub teams by technical area (help desk, desktop, server)
  - Transition and Transformation

# Task Force Team Status:

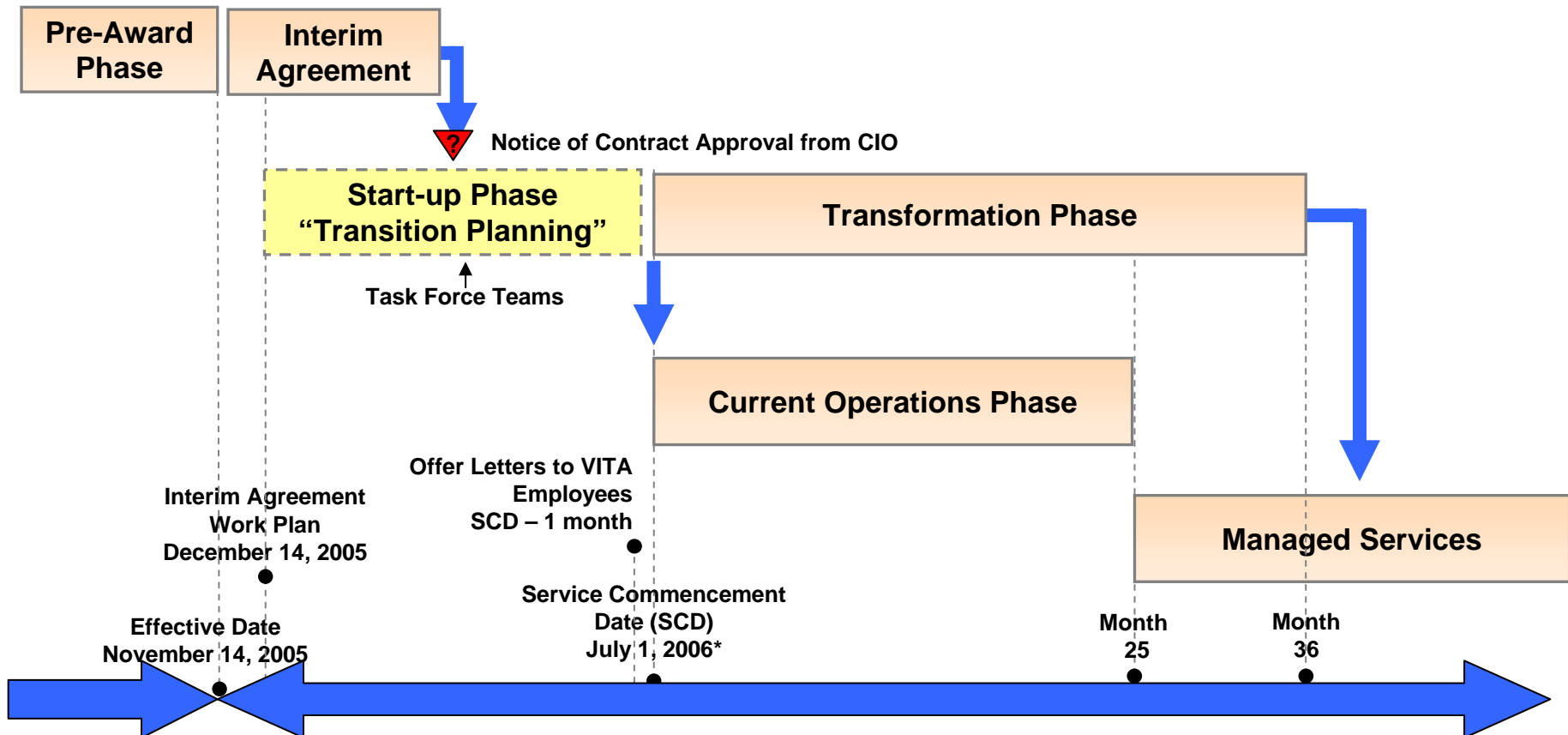
Program Status	HUMAN RESOURCES Summary
<b>GREEN</b>	<p>Conducted planning meetings for establishment of 12 regional employee meetings. Additional meetings with VITA management scheduled. .</p> <p>Received HR employee in-scope data.</p>

Program Status	COMMERCIAL MANAGEMENT Summary
<b>GREEN</b>	<ul style="list-style-type: none"> <li>• The interim work plan, for the most part, has been finalized. Interaction and communication with other task force teams is required to fully identify and define other activities and dependencies, which are critical to final completion of the plan.</li> <li>• Phase I contract activity is on schedule and presence of NG contract resources will contribute to the success in meeting the 3/14/06 deadline.</li> <li>• FMS Task Force Team governance structure, individual task force teams, and interaction model defined. Individual FMS task force teams are developing their WBS for their respective FMS area.</li> <li>• Agency communication regarding validation of known contracts and request for submittal of unknown contracts sent to Agency heads, Finance and Procurement Officers at each agency.</li> </ul>

Program Status	COMMUNICATIONS and CHANGE MANAGEMENT Summary
<b>GREEN</b>	<ul style="list-style-type: none"> <li>• Initiated Change Management team/workstream</li> <li>• Held message summit to identify major audiences, strategies for positioning the partnership, and cataloguing existing communications vehicles</li> <li>• Defined and agreed upon media alert/inquiry process among the partners</li> <li>• Identified need to collaborate with HR TF Team to develop employee and manager orientation materials</li> <li>• Agreed on format for communication project plans/playbook</li> <li>• Scheduled VITA Dialogue meeting for March 7 from 1:30 to 3:00 p.m.</li> </ul>

Program Status	SERVICE DELIVERY MANAGEMENT Summary
<b>GREEN</b>	<ul style="list-style-type: none"> <li>• The SDM taskforce held a kickoff meeting on Thursday the 19<sup>th</sup>. The task force members were introduced, and the leads were identified.</li> <li>• Weekly meeting for task force leads was scheduled. All task force leads were encouraged to engage their teams, and to ensure communication across task forces.</li> <li>• The Help Desk Task Force leads Steve Crabtree, and Mike Curtis held a team meeting to introduce the members, and outline to work ahead.</li> <li>• Additional meetings are planned for next week to start reviewing the schedules, draft a charter, and begin working on a RACI Models.</li> </ul>

# When will the partnership be implemented?



## **What is Service Commencement Date?**

- **Northrop Grumman becomes responsible for Current Operations**
- **VITA in-scope staff in process of transitioning to Northrop Grumman Corp.**
- **Start Date for Critical Milestones**
- **Current Operations invoicing begins**

## **Next Steps:**

- **Recruit and staff the remaining SMO positions**
- **Finalize transition plans for all task force teams**
- **Finalize Charter for Interim Phase**
- **Secure IV&V Services**
- **Develop and populate the dashboard with appropriate performance and financial metrics**
- **Establish Customer Review Council**